

CBS / LR2000 VALIDATION

This document is intended to provide some insight on the Collections and Billings System (CBS) and the LR2000 validation process. It will also help guide the CBS user through troubleshooting error messages they may encounter during the CBS and LR2000 validation process.

Useful information you should know

- The CBS to LR2000 interface runs nightly.
- The interface will pick up all **paid** transaction, flagged for LR2000. The money does not have to be deposited.
- **Do not** collect money and then transfer the money on the same day.
- **Do not** perform multiple transfers in one day.

Why?

The interface batches all the positives (adds) in the first batch run and then batches all the negatives (deletes) in the second batch. You may end up with a duplicate entry (add) in LR2000. You will have to wait a couple of days for LR2000 to catch up with the update.

Items that do not interface to LR2000

- **Historical Transactions** do **not** interface to LR2000.
- **IPAC** (the transfer part) - Money collected into fund **450** and then selected for **IPAC transfer** to another agency does **not** interface to LR2000.
- **Automatic Late Fees** assessed to a LRAM bill do **not** interface to LR2000.
- **Lands Trespass**

CBS and LR2000 Validation

There are two different validation processes.

- **CBS Validation.** This validation happens when a CBS user enters an auth no in CBS and clicks on the validate button. CBS will quickly ask LR2000 to verify that the Authorization Number entered exists in LR2000. This process is “real time”.
- **LR2000 Validation.** This validation processes nightly. During the nightly cycle interface LR2000 checks more detail and sends back information to CBS. This process is not “real time”.

CBS Validation

When new transactions (collections) are created in CBS, the system will identify the need to record authorization numbers and which CSAs are to be sent to LR2000 by the appearance of the *Edit Authorization Number* pop-up screen. Also, whenever something happens (transfer, refund) to this CSA, the data entered by the CBS user will be sent to LR2000.

Note that not all authorization numbers will require validation. (i.e., Timber)

When a CBS user selects a CSA that contains an authorization number that is required to be sent to LR2000 the authorization number screen (pop-up) will determine what type of entry fields and formats it will provide the user.

CSA	Format	Max Length	Example
Case Recordation	AAaaaa0NNNNNNxx	15	WYABCD0000021AA
Mining Claims	AAAXNnnnnnnn	12	ORMC123

The validation of the authorization number is critical to making sure that CBS sends accurate data to LR2000. The ultimate goal of the interface is to eliminate duplicate key entry and to have consistent data across both systems.

Within CBS, authorization numbers are entered for all types of items – LR2000 Case Recordation, LR2000 Mining Claims, Interior Vehicle, GSA Vehicle, Timber, Vegetative, and SNPLMA.

Alaska uses CBS to enter and validated Authorization Numbers, however, information related to Alaska records are not available in LR2000. Instead, the information is sent to the Alaska Lands Information System (LIS).

When an Authorization Number Passes Validation in CBS

If the Authorization Number needs to be validated, the **Validate** button will display.

To enter an Authorization Number:

- Enter Geo State / Land Office / Prefix / Number/ Suffix
- Click the **Add** button.
- Enter the **Unit Price**
- Click on the **Validate** button to see if the authorization number passes validation.

Below is an example of a Case Recordation authorization number entry screen.

Case Type = **Case Recordation** = Validate button

Authorization Number(s)
Type: CASE RECORDATION
Format: AAaaaa0NNNNNNxx

Geo State	Land Office	Prefix	Number	Suffix
Start:				
End:				

Add Clear Help

Validate Cancel Delete All

There are new Authorization Numbers to validate.

Line	Delete	AuthNo	Quantity	Unit Price	Amount
1		WYW 123456	1	20.00	20.00
Total:					20.00

If the Authorization Number passes validation, continue with the collection process.

Authorization Number(s)
Type: MINING CLAIMS
Format: AAAXNnnnnnnnn

Geo State	MC	Number
Start:		
End:		

Add Clear Help

OK Cancel Delete All

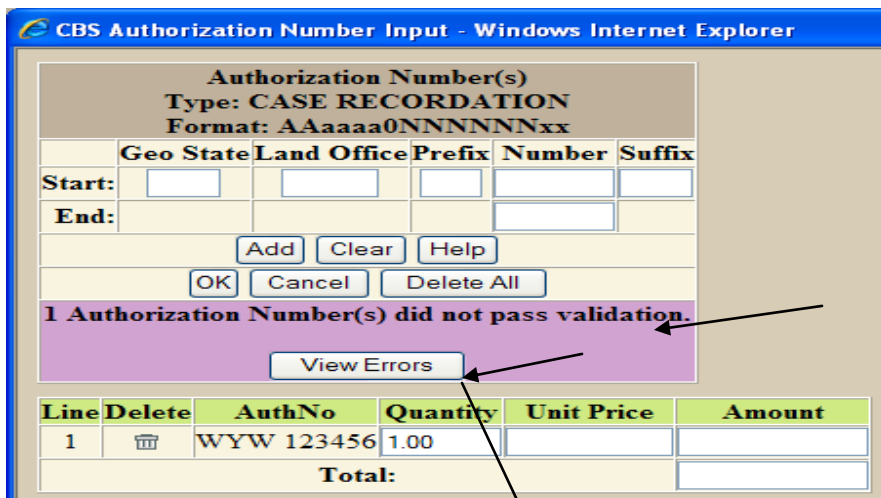
All Authorization Numbers passed validation.

Line	Delete	AuthNo	Quantity	Unit Price	Amount
1		CAMC291589	1	20.00	20.00
Total:					20.00

When an Authorization Number does not pass Validation in CBS

The **purple** shaded area indicates that there were errors and the Authorization Number did **not** Pass validation. Before continuing, click on the **View Errors** button. Look for the *error message* for the case type (CR/MM or MC) you entered under the *Error Messages* section of this guide. You will find the solution in the *What to do* section.

Below is an example of an Authorization Number that did not pass validation.



The screenshot shows the 'CBS Authorization Number Input - Windows Internet Explorer' window. It contains a form for entering authorization numbers. A purple shaded message box states: '1 Authorization Number(s) did not pass validation.' Below this message is a 'View Errors' button. Arrows point from this button to the 'CBS Authorization Number Validation Errors' window shown below.

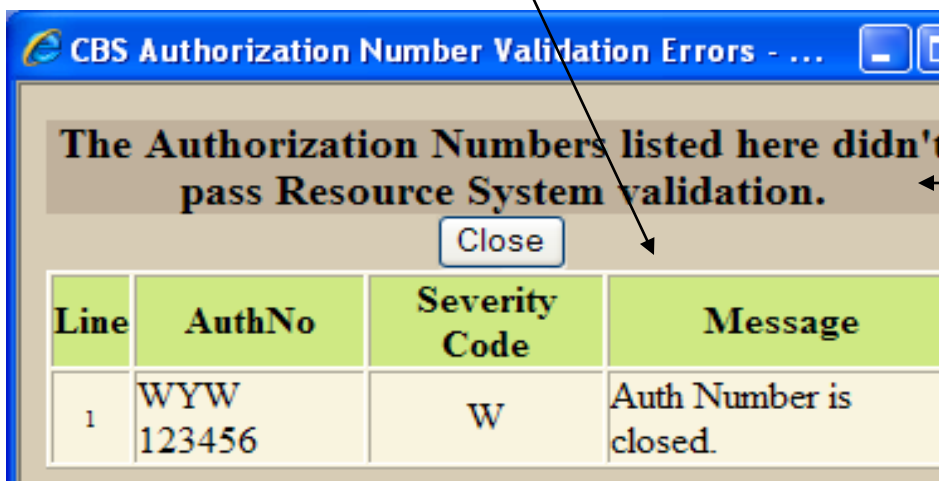
Geo	State	Land	Office	Prefix	Number	Suffix
Start:						
End:						

Buttons: Add, Clear, Help, OK, Cancel, Delete All

1 Authorization Number(s) did not pass validation.

View Errors

Line	Delete	AuthNo	Quantity	Unit Price	Amount
1		WYW 123456	1.00		
Total:					



The screenshot shows the 'CBS Authorization Number Validation Errors - ...' window. It displays a message: 'The Authorization Numbers listed here didn't pass Resource System validation.' Below this message is a 'Close' button. An arrow points from the 'View Errors' button in the previous window to this message.

The Authorization Numbers listed here didn't pass Resource System validation.

Close

Line	AuthNo	Severity Code	Message
1	WYW 123456	W	Auth Number is closed.

If you override or ignore the error and continue with the collection or the transfer it will reject in the nightly interface causing a LR2000 Reject. The error will also appear on the CBS LR2000 Status Report. Contact your State Core Team Member or a Program Specialist in your office or state office for assistance.

ERROR MESSAGES (IN CBS)

CASE RECORDATION/ MINERAL MATERIALS

Following is a list of possible error messages that can be returned to the CBS user regarding **Case Recordation (CR) (including Mineral Materials)**. The solution can be found just below the error message in the section titled what to do.

AUTH NUMBER EXISTS. THIS IS NOT AN ERROR. -- Indicates the entered auth-no is not voided or closed, and no other related cases exist. ***Please note – This will send information to LR2000 because the authorization number passes the first edit. It may still reject during the nightly interface because of an issue with a different edit within LR2000.***

What to do:

Feel good about yourself. Continue without any reservations. Situations may occur, however, where the validation edit accepts the authorization number, but the interface edits performed at night do not. Consequently, the entry may be incorrect for the following reasons –

- ❖ **The authorization number may still be incorrect – the number entered into the system was a valid LR2000 authorization number and valid for the case type in LR2000. In CBS and LR2000 the record was “accepted”.** But, the number was keyed into CBS incorrectly. This can be corrected by using the Fix LR2000 Rejects screen or the Transfer/Reversal button in CBS (although the Fix LR2000 Rejects screen is much quicker). If using the Fix LR2000 Rejects button, make the correction in the auth no box – using the correct spacing. Then select a status of Fixed 1 or Fixed 2 to send the corrected data to LR2000. This will delete the incorrect information from the old number and apply it to the new number. If using the Transfer/Reversal button, select the transaction, and the appropriate CSA, then in the auth no pop up correct the authorization number and validate your entry. Then add the item and accept. In either case the correction will update the LR2000 system that night.
- ❖ **The received date is incorrect.** Unfortunately, we have no way of validating this in CBS. So, if the user enters the wrong

date and it needs to be corrected, it can be done through the Fix LR2000 Rejects button. Change the date in the “received date” box and change the status to Fixed 1 or Fixed 2 to resend the data. Then save.

- ❖ **The CSA is incorrect – for example, the user entered Oil & Gas, Assignment of Record Title, Filing Fee (670) instead of Oil & Gas, Transfer of Operating Rights, Filing Fee (670).** In this case, the correction would need to be made using the Transfer/Reversal button. You would take the amount needed, change the CSA, enter the correct auth no in the auth no pop-up and validate, then complete the transaction. The correction will update the LR2000 system that night.
- **AUTH NUMBER DOES NOT EXIST.** – Indicates the entered auth-no is not found on LR2000, and no other related active cases exist either.

What to do:

This could mean one of two things. **(1)** The Auth Number is a good number, and the specialist has yet to get it into LR2000 yet. If this is the case, you can continue with this auth no, knowing it will reject during the interface run at night. **(2)** The Auth Number is a bad number, because of a typo or misinformation from the customer, specialist, or grandma. In either case, you might want to double-check your entry before continuing.

- ❖ **The authorization number was entered incorrectly.** In this case, the CBS user should check the auth no fields (one-by-one) against the information on the documents received. If they match, then contact the specialist to determine where the error in the number exists. (It may have a different land office prefix, or possibly a prefix zero or suffix are missing).
- ❖ **The case has not been entered into LR2000 yet.** In this case, the CBS user should contact the specialist to find out when the case will be added to LR2000. Once the case is in LR2000, the CBS user can resend the data using a Fixed 1 or Fixed 2.
- **AUTH NUMBER DOES NOT EXIST – RELATED AUTH NUMBER(S) EXISTS.** – Indicates the entered auth-no is not found in LR2000, but other cases do exist with the same ‘parent portion’.

What to do:

Entered auth no should not be used. Do not continue with the entered auth no.

- ❖ **If the authorization number matches the documentation received by the customer, then the CBS user should contact the specialist for direction.** It may be that the case is very old and that the correct number was created by segregation and requires a suffix to be correct. Or, it may be a totally new number.
 - ❖ **If the authorization number entered into CBS does not match the documentation, then correct the entry and re-validate.**
- **WARNING! MULTIPLE SUFFIXES EXIST FOR AUTH NUMBER. PLEASE CHECK THE AUTH NUMBER BEFORE PROCEEDING.** – Indicates the entered auth-no is found in LR2000, but other cases do exist with the same 'parent portion'.

What to do:

The entered auth no can be used, but care should be taken to ensure the intended auth no shouldn't be one of the 'children' auth nos related to the user entry. Situations that cause the most rejects in the interface process include -

- ❖ **R&PP lease payments** – be sure that when you are processing money for these Lands cases, that you have all the documentation so that the correct suffix is used.
 - ❖ **Segregated leases** – normally, this situation arises in older cases where the suffixes used are alpha characters (A, B, C, etc). Make sure that you double check the documentation and if there is any question contact your specialist.
- **AUTH NUMBER IS VOIDED.** – Indicates the entered auth-no is found in LR2000, but it is voided. Also, no other active cases exist with the same 'parent portion' within LR2000.

What to do:

Entered auth no should not be used. Do not continue with the entered auth no.

- ❖ **Double check the authorization number entered into CBS.** Review all auth no fields and make changes as necessary. Then re-validate the number before proceeding.

- **AUTH NUMBER IS VOIDED – RELATED AUTH NUMBER(S) EXISTS. CONTACT THE CBS HELP DESK BEFORE PROCEEDING.** – Indicates the entered auth-no is found in LR2000, but is voided. Also, other active cases exist with the same 'parent portion' within LR2000.

What to do:

Entered auth no should not be used. Call the CBS Help Desk for further guidance if the following does not change the end result.

- ❖ **Double check the authorization number entered into CBS.**
Review all auth no fields and make changes as necessary.
Then re-validate the number before proceeding.

- **AUTH NUMBER IS CLOSED.** – Indicates the entered auth-no is found in LR2000, but it is closed. Also, no other active cases exist with the same 'parent portion' within LR2000.

What to do:

Entered auth no should not be used. Do not continue with the entered auth no.

- ❖ **The current validation process in LR2000 allows a CBS entry to populate information on closed cases only if the date being sent to LR2000 is prior to the “closed” (970 action code) date.** If you know that the date you are using is prior to the “closed” date, then you may ignore the error and proceed. If you are not sure, then you should double check the case or contact your specialist.

- **AUTH NUMBER IS CLOSED – RELATED AUTH NUMBER(S) EXISTS.** – Indicates the entered auth-no is found in LR2000, but it is closed. Also, other active cases exist with the same “parent portion” within LR2000.

What to do:

Entered auth no should not be used. Contact the Specialist to determine if a 'child' auth no should be used instead.

- ❖ **Double check the authorization number entered into CBS.**
Review all auth no fields and make changes as necessary.

Then re-validate the number before proceeding. If the number is still invalid contact your specialist for further direction.

ERROR MESSAGES (IN CBS)

MINING CLAIMS

Following is a list of possible error messages that can be returned to the CBS user regarding **Mining Claims**. The solution can be found just below the error message in the section titled what to do.

AUTH NUMBER EXISTS. THIS IS NOT AN ERROR. -- Indicates the entered auth-no is active within LR2000.

What to do:

This is **good** when auth nos are **not** being created within CBS (i.e., against an existing auth no).

- ❖ This message is good when entering Mining Claim money for items that are “not new”.
- ❖ This message is not good when entering Mining Claim money for “new claims”. If you receive this message for new claims, then please check the auth nos that are used to make sure that you are not creating duplicate records.

- **AUTH NUMBER DOES NOT EXIST.** – Indicates the entered auth-no is not found on LR2000.

What to do:

This is **good** if the auth no is **new** and will be created by this CBS / LR2000 Interface. If this is a collection against an existing auth no, then care must be taken before continuing.

- ❖ This message is good when entering Mining Claim money for “new claims”. CBS will create the shell of the case in the interface by sending over a 395 action code and the authorization number to establish the case in LR2000.
- ❖ This message is not good when entering Mining Claim money for items that are “not new”. If there are no valid

numbers to select from on the documentation received by the customer, please contact your specialist to determine what auth no to use.

AUTH NUMBER DOES NOT EXIST – RELATED AUTH NUMBERS(S) EXIST.-

Entered auth no should not be used. Do not continue with the entered auth no.

What to do:

Entered auth no should not be used. Do not continue with the entered auth no.

- **AUTH NUMBER IS VOIDED.** – Indicates the entered auth-no is found in LR2000, but it is voided.

What to do:

Entered auth no should not be used. Do not continue with the entered auth no.

- ❖ If this is the only number received with your documentation, then please contact the specialist to determine what auth no should be used to collect the money and send information to LR2000 – otherwise check the number, if correct use the next number on the documentation.
- ❖ If this message appears while entering a “new claim”, then check the number for a keying error.

- **AUTH NUMBER IS CLOSED.** – Indicates the entered auth-no is found in LR2000, but it is closed.

What to do:

Entered auth no should not be used. Do not continue with the entered auth no.

- ❖ If this message appears while entering a “new claim”, then check the number for a keying error.
- ❖ If this is the only number received with your documentation, then please contact the specialist to determine what auth no should be used to collect the money and send information to LR2000 – otherwise check the number, if correct use the next number on the documentation.

- **AUTH NUMBER IS PENDING.** – Indicates the entered auth-no is found in LR2000, but it is pending.

What to do:

Entered auth no should not be used. Do not continue with the entered auth no.

- ❖ If this message appears while entering a “new claim”, then check the number for a keying error.
- ❖ If this is the only number received with your documentation, then please contact the specialist to determine what auth no should be used to collect the money and send information to LR2000 – otherwise check the number, if correct use the next number on the documentation.

- **UNEXPECTED AUTH NUMBER STATUS IN LR2000.** – Indicates the entered auth-no is found in LR2000; however, the status of the case is not something we expected.

What to do:

Continue at your own risk. This is not expected to occur. Just something that was thrown in there to keep you on your toes.

Notes on Mining Claim transfers and rejects

Mining Claim Transfers in CBS

- Manual transfers in CBS should only be used to apply money from suspense to an earned account when the MCII interface cannot.
- Pre-interface transactions and cases with curable money are the primary reasons why a manual transfer would be required.
- Transfers should not be made from cases that have overpayments or refunds to new mining claims, etc. Moving money from one case to another distorts the audit trail between CBS and LR2000. And, it leaves BLM in the position of being responsible for the timeliness of a customer's payment.

Corrections to Mining Claim Rejects

- Corrections may be made on either the CBS side or the LR2000 side depending on the problem.
- Manual corrections (transfers) in CBS should only be made using the following commodity/subject combination
 - C - Locatable Minerals
 - S – Mining Claims – Earned & Adjud. – Transfers Only
- Manual corrections (transfers) are tied to each mining claim number affected by the transfer.
- If the correction requires a change in the mining claim number, date or a resend of data from the CBS side, please use the Fix LR2000 Reject button to process the correction.
- Please work with your adjudication staff to identify the best way to fix the problem.
- Sometimes, it is an LR2000 problem –
- they may need to resend data (for timing issues)
- Or, they may have applied codes to the wrong auth no and need to delete and add on their side.
- If you and your LR2000 person are totally confused, then please **stop** and call the CBS Customer Service desk or the LR2000 Mining Claim User Rep. for suggestions. Please do not compound the initial problem by trying this or that if you don't know what will happen.

LR2000 Validation

PASS / FAIL/ ACCEPT/ REJECT

The LR2000 validation process is where the nightly interface comes into play. The LR2000 validation process is not 'real time". CBS starts the ball rolling. It takes qualified transactional data from its own database, combines it, mushes it, reshapes it, and spits out an action record. The action record is picked up in the nightly cycle and sent to LR2000.

PASS

This indicates the action record created has passed all internal CBS processes invoked on it thus far. If CBS has sent an action record to LR2000 and the action record's status is "PASS", the record will move on through the **LR2000** validation process and will either be **Accepted** or **Rejected**.

FAIL

If, at any time, an action record fails an internal CBS process, it is marked as such and will not continue to the next phase.

Fail status indicates the action record encountered an error during its last CBS process invoked on it. Because the error was encountered during one of the initial CBS processes, the action record was not sent to LR2000. In other words, the data never made it over to LR2000 for validation.

A programmer is "on the look out" for any action records that **FAIL** in the interface. The programmer will review, research and reset the failed data accordingly.

ACCEPT

This indicates the action record given by CBS was accepted and imported successfully into the LR2000 system. This is the desired result.

REJECT

This indicates the action record given by CBS was processed by LR2000, but was rejected for a reason(s). See LR2000 Reject Error Message list.

*Note that the CBS application will shorten this status to "**ACCPT**", and "**REJCT**", to be consistent with our accounting system*

LR2000 REJECT ERROR MESSAGES

LR2000 Fix Reject Screen (After the nightly cycle runs)

Following is a list of possible error messages that can be returned to CBS from LR2000 after the nightly cycle runs. An explanation and solution can be found just below the error message.

Things that will cause a transaction to appear on the Fix LR2000 Reject screen in CBS or on the CBS LR2000 Status Report:

- An error message was returned during CBS validation but was not corrected by the user at the point of entry. (collection or transfer)
- A problem was identified in the LR2000 validation during the nightly cycle.

The Core Team Member for each state is assigned the role in CBS allowing them access to the Fix LR2000 Reject screen.

Corrections to **Authorization Number** and **Receive Date** can be made using the **Fix LR2000 Reject** screen in CBS.

S/N NOT FOUND ON DATABASE. This is obvious what the error entails. However, it is not obvious why the error occurred. Did the CBS user mistype the serial number into CBS? Has the LR2000 user slowed in getting the serial number into LR2000? This requires research and communication between the two parties. This applies to both “Add” and “Delete” action records.

- ❖ Corrections can be made using either the Fix LR2000 Reject button or the Transfer/Reversal button – although the Fix LR2000 Reject button is easier and faster. In the Fix LR2000 Reject screen, once the appropriate transaction is selected, correct the auth no in the auth no box and reset the status to Fixed 1 or Fixed 2. Then save. This will send the data in the nightly cycle. If using the Transfer/Reversal button, select the transaction, enter the appropriate CSA and in the auth no pop-up make the correction and re-validate the number. If correct, then complete the transaction and check the interface report the next day.
- ❖ If the case was not in LR2000, but has been entered by the adjudication staff, then you can easily resend the data to LR2000 by using the LR2000 Fix Reject button. Select the transaction, and resend using Fixed 1 or Fixed 2. Then save.

- ❖ **CASE CLOSED – UPDATE NOT ALLOWED.** This error is a result of entries in CBS against a case that has already been closed in LR2000. Efforts have been completed to modify the LR2000 processing of these action records for CR and MM to: “If the action date of the action record is *before* the date the case was closed, do not provide this error.” This applies to both “Add” and “Delete” action records. If you receive this message in the error report, then the date used in CBS is after the “closed” date in LR2000.
- ❖ Contact your specialist to see if the information needs to go across in the interface. If it does, the specialist will need to back off the “closed” record from LR2000. Then the CBS user can use the Fix LR2000 Reject screen to resend the data using a Fixed 1 or Fixed 2.
- ❖ If the specialist does not need the data to cross over to LR2000, then use the Fix LR2000 Reject screens to delete the rejected item(s) from your list.

CBS COMMODITY AND/OR SUBJECT MISSING. This error is a result of a bug someplace in the software. Every action record sent from CBS is to include the commodity code and subject code so that LR2000 can validate against case types and case groups. If the commodity and/or subject codes are missing, this validation cannot take place, and therefore, is rejected.

- ❖ Contact the CBS Help Desk so that the data can be corrected by the programming staff and resent to LR2000.

INVALID CASETYPE/ACTION CODE COMBO. This error is usually the result of using the wrong CSA with the wrong serial number. The authorization number is valid in LR2000, but the CSA used by CBS was invalid for the LR2000 case type or the authorization number entered is related to the correct number. In this case, there is usually a suffix problem.

- ❖ If the CSA in CBS is incorrect, then the correction must be made by using the Transfer/Reversal screen (if the deposit has already been made) or by using the Update Transaction screen (if the money has not been deposited).
- ❖ If it is an authorization number problem, then correction can easily be made in the Fix LR2000 Reject screen by correcting the auth no and setting the status to Fixed 1 or Fixed 2. Then saving.

- ❖ Mineral Material and Lands & Realty cases have the largest number of these types of errors. Please verify the type of case with the LR2000 serial register page to make sure that the CBS user is using the correct CSA for the type of LR2000 case entered. If the LR2000 SRP shows that the case is a permit or lease, then the CSA cannot show that it is a right-of-way.

INVALID CASEGROUP – CHECK SERIAL NUMBER. This error is usually the result of using the wrong CSA with the wrong serial number. The authorization number is valid in LR2000, but the CSA used by CBS was invalid for the LR2000 case type or the authorization number entered is related to the correct number. In this case, there is usually a suffix problem.

- ❖ If the CSA in CBS is incorrect, then the correction must be made by using the Transfer/Reversal screen (if the deposit has already been made) or by using the Update Transaction screen (if the money has not been deposited).
- ❖ If it is an authorization number problem, then correction can easily be made in the Fix LR2000 Reject screen by correcting the auth no and setting the status to Fixed 1 or Fixed 2. Then saving.

DUPLICATE RECORD FOUND ON DATABASE. This error does not occur very often. And when it does, a programmer is researching why. It is most common with MM action records since they do not utilize the 'unique counter' paradigm employed by CR and MC.

- ❖ It can also occur if CBS has had a problem with the interface or if a bug has developed in the software. If you find that you have many of these, please contact the CBS Help Desk so that the programmers can look into it.

SERIAL NUMBER MUST NOT ALREADY EXIST ON DATABASE. This error pertains to MC only, only for the '395' action codes, which direct LR2000 to create the accompanying case number. If it already exists, then LR2000 does not know how to interpret this action record.

- ❖ In this case, new claims were being created. If this error comes up, please double check your serial number log to make sure that the same numbers were not used twice.

CUSTOMER NAME REQUIRED. This error is a result of sending an action record with no customer data when LR2000 is expecting customer data. Eleven times out of ten, this is due to a crosswalk entry being set with a “customer read” flag set to “N”, where it should have been set to “1” (applicant).

- ❖ Please contact the CBS Help Desk if your error report has entries like this so that it can be researched.

CBS SUBJECT/CMDTY COMBINATION NOT FOUND. This error is a result of CBS sending action records against a CSA that LR2000 did not expect. Like the “CBS commodity and/or subject missing” error, the commodity and subject codes from CBS are used to validate casetypes and case groups. If unexpected values are provided by CBS, this validation cannot be completed, and therefore, is rejected.

- ❖ Please contact the CBS Help Desk if your error report has entries like this so that it can be researched.

SERIAL NUMBER VOIDED – NO DATA EXISTS. This has occurred less than five times. Obviously, the CBS user entered a serial number into CBS that (a) was voided; or (b) was valid at the point of entry, but was voided in LR2000 before it was interfaced.

- ❖ Please contact your specialist to verify the correct number for the CBS entry. Corrections can be made through the Fix LR2000 screen or the Transfer/Reversal button.

INVAL CASE TYPE, NOT UPDATED. This error is usually the result of using the wrong CSA with the wrong serial number. The authorization number is valid in LR2000, but the CSA used by CBS was invalid for the LR2000 case type or the authorization number entered is related to the correct number. In this case, there is usually a suffix problem.

- ❖ If the CSA in CBS is incorrect, then the correction must be made by using the Transfer/Reversal screen (if the deposit has already been made) or by using the Update Transaction screen (if the money has not been deposited).
- ❖ If it is an authorization number problem, then correction can easily be made in the Fix LR2000 Reject screen by correcting the auth no and setting the status to Fixed 1 or Fixed 2. Then saving.

ACTION RECORD NOT FOUND. This error occurs only for “Delete” action records, and the action record CBS is attempting to delete cannot be found. This error is okay when the original “Add” action record was created before 7/04/01 – the date the interface was unplugged for upgrades. Any data interfaced before this time was unlocked to the LR2000 users to manually update and delete. All updates and deletes are valid on the LR2000 side; however, these are not reflected on the CBS side. Thus, the reason CBS is attempting to delete something in LR2000 that CBS believes should be there.

CASE MODIFIED SINCE CREATED; SEE ADJUDICATOR This error occurs only for “Delete” action records in Mining Claims. In this scenario, CBS has sent an “Add” action record, LR2000 has accepted it, and an adjudicator has already modified it. Something in CBS has occurred that causes a “Delete” action record to be created (delete, update, transfer from, and debit voucher). However, since an adjudicator has added information to the original “Add” action record, LR2000 does not allow a “Delete” to occur and lose that added information.

- ❖ We are currently looking into the ability to “modify” these records so that this error does not occur. Until that time, if you have a number of corrections that need to occur for received date or auth no, please contact the CBS Help Desk and we will coordinate the change with the LR2000 staff.

INVALID USER/OFFICE FOR SNAM LOG

Contact CBS Customer Service and verify that your CBS login id matches your Lotus Notes login id.

If it does not, then request that your CBS login id be changed to match your Lotus Notes login id.

Contact LR2000 help desk to verify that you have permission in the SNAM application.

SERIAL NUMBER NOT AVAILABLE IN AUTOMATED LOG

Verify in SNAM that the serial number has been created in LR2000 and that the status code is not USED or VOID.

WARNING MESSAGE / CR / ACCPT STATUS:

PASSED WARNING- POSSIBLE CASE TYPE MISMATCH- CHECK S/N and CASE TYPE

Virginia Pherigo is looking into this!

Using the Fix LR2000 Reject Screen **(For users with the Fix LR2000 Reject role in CBS)**

Use the Fix LR2000 Screen to:

- Correct a Serial Number
- Correct a Receive Date
- Delete a reject
- Resend data to LR2000

Note: You cannot correct data on the *Fix LR2000 Reject* screen if the transaction is tied to a bill.

When to set the Status to Delete:

- Only set the **new status** to **delete** if nothing more should be done with this action record.
- **Do not** set the Status to delete on a record that has a status of Accept.

Note: Changing the Status to Delete does not delete any data from CBS.

Why would you Resend data?

Sometimes, it is an LR2000 problem:

- LR2000 may need to resend data (for timing issues)
- Or, LR2000 may have applied codes to the wrong auth no and need to delete and add on their side.

Using the **Fix LR2000 Rejects** screen in CBS:

- Enter the transaction number, and blank out the *Status* drop down menu.
- Locate the *Serial Number(s)* or the *Received Date* you wish to fix.
- Enter the correct serial number / received date.
- If correcting Case Type *CR* or *MM* – then select **Fixed 1**. These case types map to only one LR2000 action code.
- If correcting Case Type *MC* – then select **Fixed 2**. This case type maps to *multiple* LR2000 action codes. When using **Fixed 2**, choose only one line per unique auth no to correct. For that one line, select from the drop down **Fixed 2**. This will take care of all rejects for that particular auth no.

- If you correct all the rejected lines for one auth no to **Fixed 2**, LR2000 will create 4 more action codes for each reject (16 total) causing duplicate action records in LR2000. Those duplicate records will need to be deleted in LR2000. Consult with the LR2000 user in your office.
- Using **Fixed 2** is to save you time. Changing one rejected record to Fixed 2 will automatically flag the interface to pick up the other related rejected items that apply so that you don't have to set all the rejected records to Fixed 1.
- Click the **Save** button at the top.
- The new information will be sent to LR2000.
- The receipt will update with the corrected information.

The pros and cons of using the ***Fix LR2000 Rejects*** screen instead of ***Transfer/Reversal*** for Auth No and Receive Date corrections:

Pros

- It's simple and fast
- It will update the receipt in CBS with the correct Serial Number or Received Date (you cannot accomplish this with a transfer)

Cons

- Does not provide a good audit trail. Corrections made at the Fix screen will update a receipt in CBS with the new (correct auth no), and it also changes the auth no on the *Order Detail* to the corrected auth no. It basically wipes out the existing (incorrect) auth no and replaces it with the correct one. Since there is no record of the original Auth No, it is misleading, making it appear like there was never a problem in CBS to begin with.

When to perform a Manual correction in CBS

Perform a **Manual Correction** (transfer or update transaction) in CBS if:

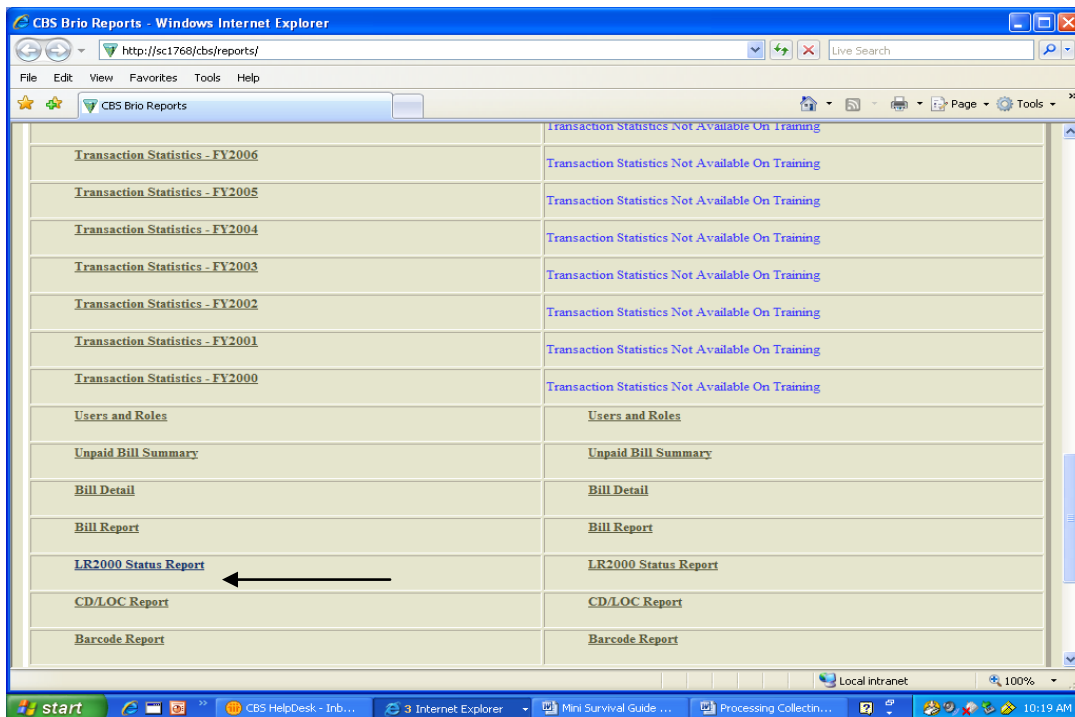
- You need to change the Commodity, Subject or Action.
- You can *update the transaction* and change the CSA only if the money has not been deposited.

Transfers and Bills

- If the Authorization Number is tied to a bill and you perform a transfer, you will un-pay the bill. Subsequent action is necessary, as the bill will appear on the Unpaid Bill Report.
- Do **not** perform a *Transfer w/o Bill Ref* to correct a LR2000 Reject for a LRAM bill. A transfer w/o bill ref will cause CBS and LR2000 to retain a different CSA than the resource system. Contact the LRAM specialist or the State Core Member for assistance.

CBS LR2000 STATUS REPORT (All CBS users have access)

The CBS LR2000 Status Report is located on the CBS Brio Reports page.



To run the report:

- Select a **Batch #**
- Select a **Batch Date**
- Select the **LR2000 Subsystem** (CR/MM/MC) you can select one or all three.
- Select the **Status Reject** (the States will auto fill if there are Rejects for the Batch #)
- Select (your) **State**
- Select (your) **Receipt Org** (run for all field offices – select all offices using the “shift” key and clicking on the first office, then scroll down and select the last office – this will highlight all the offices for you)
- Select **Auth No** (Auth Nos will populate once a State is selected)
- Click on the **Process** button
- Go to **Section Menu**
- Select **Status Pivot**
- **Export** the report into an **Xcel** spread sheet.
- **Once the reject is corrected, it should fall off the report.**

Why should you export the information in Xcel?

Loading the information into Xcel will allow you to keep track of what batch numbers you are currently working on and which batches (rejects) you have fixed.

FIX LR2000 INTERFACE SCREEN (For user with the Fix LR2000 Reject role)

Can the Fix LR2000 Interface screen be used to determine what records are rejecting for my office?

It is **not** recommended that you use the **Fix LR2000 Interface** screen to ***identify*** rejects. **Why?** In order to get the correct results you must search with the correct criteria and have a good understanding of the interface process to interpret the data on the screen.

For example, if you search (for your office) by selecting a Status of **Reject**, the search will produce results of only *Rejects*. You will not see any subsequent actions performed (Fixed 1, Fixed 2, Accept) that may have corrected the reject.

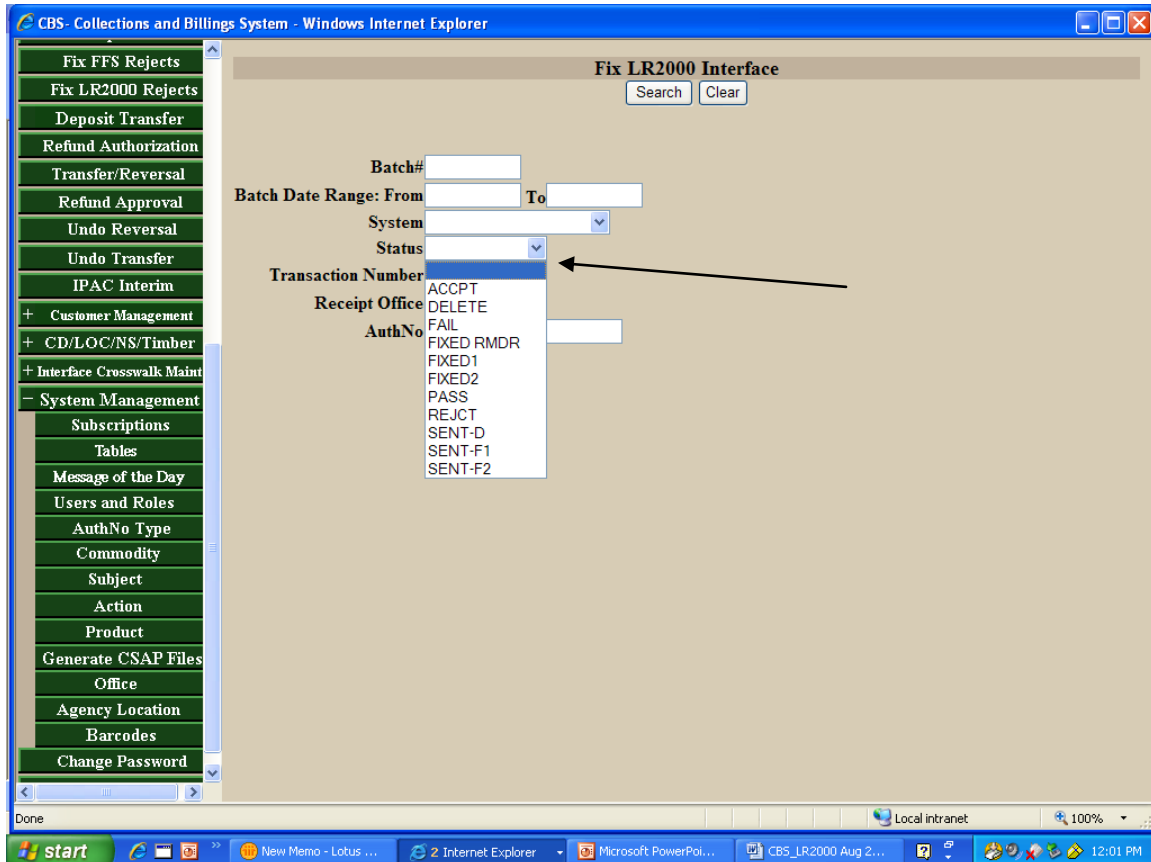
CBS- Collections and Billings System - Windows Internet Explorer

Fix LR2000 Interface

Save Clear

Line	Details	Batch#	Batch Date	System	Receipt Office	User	Trans#	CBS Bill#	Disp.	AuthNo	Current Status	New Status	Receive Date	Error Message
1		2554	05/14/2008	CR	CA680	lcooper	1741533		A	CACA 049781	REJECT		04/09/2008	S/N NOT FOUND ON DATA BASE.

To see all the history of what has happened to the reject, you must search by selecting a Status of “**Blank**”. Then you will see all the subsequent action taken performed against this reject. (Fixed 1, Fixed 2, Accept) However, as stated previously, it is not easy to interpret the data unless you have a good understanding of how the interface works.



CBS - Collections and Billings System - Windows Internet Explorer

Fix LR2000 Interface

Save Clear

Line	Details	Batch#	Batch Date	System	Receipt Office	User	Trans#	CBS Bill#	Disp.	AuthNo	Current Status	New Status	Receive Date	Error Message
1		2519	04/09/2008	CR	CA680	lcooper	1741533		A	CACA 049781	SENT-F1	<input type="text"/>	04/09/2008	INVALID CASE GROUP - CHECK SERIAL NUMBER.
2		2519	04/09/2008	CR	CA680	lcooper	1741533		A	CACA 049781	SENT-F1	<input type="text"/>	04/09/2008	INVALID CASE GROUP - CHECK SERIAL NUMBER.
3		2520	04/10/2008	CR	CA680	lcooper	1741533		A	CACA 049781	SENT-F1	<input type="text"/>	04/09/2008	S/N NOT FOUND ON DATA BASE.
4		2520	04/10/2008	CR	CA680	lcooper	1741533		A	CACA 049781	SENT-F1	<input type="text"/>	04/09/2008	S/N NOT FOUND ON DATA BASE.
5		2554	05/14/2008	CR	CA680	lcooper	1741533		A	CACA 049781	REJCT	<input type="text"/>	04/09/2008	S/N NOT FOUND ON DATA BASE.
6		2554	05/14/2008	CR	CA680	lcooper	1741533		A	CACA 049781	ACCPT	<input type="text"/>	04/09/2008	PASSED

Local intranet 100%

Note: After fixed data has been re-processed by the interface, the status on the original action record is set to a "SENT" status. The status will have originally been **FIXED 1**, **FIXED 2**, or **DELETE**. When re-processed, it will be set to a status of **SENT -F1**, **SENT-F2**, OR **SENT-D** respectively.